RESPONSE UNDER 37 C.F.R. § 1.116 EXPEDITED PROCEDURE REQUESTED EXAMINING GROUP 2161

DO NOT ENTER: /B.S./-(04/17/2009)

PATENT

Customer No. 81,331

Attorney Docket No. 10761.1457-00000

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

For: SYNCHRONIZATION OF AGENT SKILL DATA))Mail Stop AF
Filed: July 15, 2003) Confirmation No. 7149)
Application No.: 10/619,917) Examiner: Brett S. STACE
Christopher J. ALLEN et al.) Group Art Unit: 2161
in re Application of:) `

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450 Sir:

AMENDMENT AFTER FINAL

In reply to the Final Office Action mailed January 28, 2009, the date for responding being April 28, 2009, and pursuant to 37 C.F.R. § 1.116, Applicants propose that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the amendment section of this paper.